



N•CENTRAL 6

Powerful IT Automation for IT Professionals

N-central and systems management software gives IT professionals a complete toolset to automate and deliver the best service remotely to their users, for the least expense - and report with unprecedented detail. Use it to maximize efficiency, reduce downtime, and boost user satisfaction.

Now, new and improved with industry-leading power, speed, and flexibility, N-central delivers the functionality that's right for these tight economic times, allowing you to drive down your operational costs and increase staff productivity by empowering your technicians to manage 500+ devices each.

- Support and troubleshoot remotely - anytime, anywhere.
- Rapidly auto-discover complete network and systems infrastructure.
- Automatically distribute software, apply patches, execute scripts and more.



Available as on-premise software or as a hosted service.

Power

- The Remote Support Manager tool in N-central delivers the most powerful Windows remote control on the market
- SSH and Web-based remote control
 - Manage firewalls, Linux, Mac, UNIX, and other appliances via SSH
 - Manage printers, routers, switches in their native Web interfaces
- Industry-leading remote monitoring engine offers robust functionality
- Manage 500+ customer devices per technician

Speed

- Fast, easy deployment process
 - Sets the standard with automated configuration
 - Begin monitoring networks and devices in minutes
- Ultra-fast remote control
 - Connect to devices in seconds!
 - Intuitive interface makes it quick to grasp and use, minimizing training time
- One-click access for remote control and remote desktop and server management

Flexibility

- Multi-platform remote control
 - Control any device from any Java-compatible system
- Broadcast OS/protocol support available
 - Operating system include Windows 2008, Windows 2008 Small Business Server, RedHat Linux 5.0, Mac OS X 10.5
 - Protocols include SNMP, Log file analysis, TCP/IP, WMI, Syslog/SNMP Trap, HTTP, HTTP (S), ODBC, EDF
- Agent-based and agent-less monitoring

The Complete Toolset for IT Professionals

Our affordable N-central software sets the standard for delivering IT services remotely to IT users. Used by more than 1800 IT service organizations to monitor and manage 25,000 remote networks worldwide, N-central has a highly secure complete set of integrated tools to:

- Monitor the network to deliver higher levels of proactive service.
- Improve transparency and ensure SLA compliance through powerful reporting.
- Automate manual tasks so you can spend time on strategic IT areas.

Core platform tools

- **Remote monitoring** - N-central provided the broadest availability, performance and capacity monitoring in the industry, with best-of-class scalability.
- **Remote control** - N-central features powerful attended remote control of Windows and non-Windows devices.
- **Remote desktop and server support** - An integral tool within N-central, Remote Support Manager delivers advanced remote management features for true remote desktop and server support of managed devices.

Task-specific platform tools

- **Patch management** - Automatically update patches on your users' devices.
- **Automatic script execution / software distribution** - Remotely deploy scripts and software to update and maintain Users devices.
- **Tactical reporting** - Simplify troubleshooting by gaining insight into networks and devices.

Operational tools

- **PC configuration and domain policy management** - Manage the entire domain by building standardized environments for all PCs within a network, user group, or department.
- **Business performance reporting** - Demonstrate the performance of a network under your management and the value you deliver.

Additional features

- **Asset and License Management** - N-central includes a robust discovery engine and a broad asset and license management feature set to monitor application compliance, license compliance, and system changes.
- **Security** - N-central gives you the power to monitor and manage multiple security appliances and applications. Use it to proactively monitor spyware and virus services to ensure networks are always protected.
- **Interoperability** - N-central and Intel vPro Processor technology.



Celebrating 25 years in business... providing exceptional service, building long term partnerships with our customers, and being a pioneer in communications technology.

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MISSION STATEMENT

CTS provides exceptional value through managed services that assures a fixed cost for our business partners. Our highly trained and motivated professionals constantly strive to offer proactive services that maximize the profits, productivity, and competitive advantages of those partners.

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